

Counseling Department

Annual Planning for Academic Year 2015-2016

Planning Year 2014

Description Of Department/Unit

Mission/Connection to College Mission

The goal of the Counseling department at Cerro Coso Community College is to facilitate student development in the areas of basic skills, career and academic planning and completion, and transfer preparedness to four year institutions. The counseling staff is committed to providing quality services and meeting the changing needs of our diverse student populations at all sites by continued involvement in college wide activities, outreach programs in the community, and implementing new strategies that focus on increasing student retention and success.

Student Equity

Student Equity

One of the gaps indicated in the Achieving the Dream data was found in students between the ages of 20-24 and 25-39 year olds not meeting any or most of the pipeline milestones (transfer, transfer prepared, degree/certificates, 30 unit milestone, persistence, remedial math and english progress, course success). Another achievement gap identified in the disaggregated data indicates a lower percentage of students who were identified as economically disadvantaged, disabled, of African American or American Indian students were unable to complete the english or mathematics sequence of classes. Counseling has reviewed and discussed possible ways to address some of the issues that impact students during the early experience with the college and impact these achievement gaps. We identified actions that could better guide student's in their preparation for college through the student orientation and assessment process. Orientation information will be revised to highlight the importance and impact of appropriate placement in english and mathematics classes has on a student's progress and success in classes. Changes will also be implemented in the assessment process by redesigning the preparatory information given to students prior to their taking the college placement exam. Students will also be provided with options on determining english and mathematics placement besides taking the college placement exam. More extensive pre-test preparation resources will be provided to students with strong encouragement to prepare for the test so their performance accurately reflects their current skill level. It is hoped these changes help students better prepare for the rigor of college classes before entering the classroom. Additionally, students will be provided more comprehensive information about resources and student success classes following assessment. Students placed in remedial level english and mathematics courses will be directed to enroll in a student success course to strengthen their overall study and academic skills as well as provide educational support and planning providing students with a educational pathway to completion.

Cerro Coso College has a growing Hispanic population of students as confirmed through the California Community Colleges Chancellor's Office Data Mart statistics. As a result, counseling has reassessed our current services to determine how to better serve our growing Hispanic population. Counseling has begun to provide more materials translated into Spanish. Starting fall 2013, Counseling offers one on one counseling services with a spanish speaking counselor. During our annual High School outreach, an informational workshop for prospective students and families is offered in spanish. And to address some of the cultural needs of students, a Latino club has been sponsored through Student Government. There continues to be a need for english as a second language course, more campus activities that provide opportunities for engagement for Hispanic students, and more written materials and resources need to be translated into spanish. Counseling will continue to assess needs and expand services offered in spanish as well as raise campus awareness of how to better serve this population of students.

Review And Planning

Progress Made on Program Review

Counseling

Year of Last Program Review:

Progress in the last year on Three-Year Strategies:

Action Plan: Continue to partner with other student service groups and faculty to provide more comprehensive services to students in the delivery of core component activities.

- College Strategic Objective(s) addressed: Increase student success by providing educational planning and resources needed to complete educational goal. 1.1,2.1.
- Collaboration of Counseling staff with other student service staff, faculty and the SSSP committee
- Development of new strategies in enhancing core component services and integration of student services staff and faculty into established core component activities
- To be addressed as Counseling services continues to implement mandatory core components during the next two years

Action Plan: Implement mandatory completion of core components.

- College Strategic Objective(s) addressed: Provide quality services to more students, especially those services that provide new students with resources, understanding of college processes, and educational planning that will assist students in being more successful in their classes. 1.1,1.2.
- Requires Board action to change Board policy, district resources to identify students who have not met all core components, and counseling staff to reach out to students and provide them the opportunity to complete core components
- BANNER identification of students completion of core components
- To be initiated and implemented within the next two years

Action Plan: Implement Degree Works for counseling staff use with students.

- College Strategic Objective(s) addressed: Increase student success by providing educational planning and resources needed to complete educational goal.
- Collaboration of district staff, Director of Admissions & Records, and counseling staff to implement
- Requires completion of setting up Degree Works data and templates, training on use of Degree Works, trial use with small group of students, then scale up to use for all students
- All implementation steps implemented by end of spring semester 2015

Action Plan: Develop online SEP and workshop, online V.A orientation.

- College Strategic Objective(s) addressed: Provide quality services to more students, especially those services that provide new students with resources, understanding of college processes, and educational planning that will assist students in being more successful in their classes. 1.1,1.2.
- Counseling staff responsible for development of online workshops
- Use of Comevo platform to deliver workshops
- Complete SEP workshop by end of spring semester 2015

Progress in the last year on Six-Year Strategies:

Action Plan: Increase counseling staff to provide increased student contact time and deliver core components to all first-time students and continuing students.

- College Strategic Objective(s) addressed: Provide quality services to more students, especially those services that provide new students with resources, understanding of college processes, and educational planning that will assist students in being more successful in their classes. 1.1,1.2.
- Requires Counseling staff to make case to increase staffing to college planning committees. Use SSSP budget to fund new positions.
- Once approved, complete hiring process
- To be accomplished in the next 3 years

Action Plan: Create One-stop Student Services Center. Co-location of student services will allow for increased collaboration, efficiency, and consistency in services provided. Facilitates students' ability to move through enrollment processes more quickly and efficiently.

- College Strategic Objective(s) addressed: Provide quality services to more students, especially those services that provide new students with resources, understanding of college processes, and educational planning that will assist students in being more successful in their classes. 1.1,1.2.
- Requires student services staff participation in the planning and development of One-Stop Center
- Requires redesigned space in main building of the IWV campus
- To be completed in 6 years

Action Plan: Continue ongoing search for technological tools that can streamline counseling facilitation of new student orientation, assessment process, educational and career planning, and in providing support services and resources at the beginning of the student experience at Cerro Coso.

- College Strategic Objective(s) addressed: Provide quality services to more students, especially those services that provide new students with resources, understanding of college processes, and educational planning that will assist students in being more successful in their classes. 1.1,1.2.
- Counseling to continue researching best practices and continue to develop strategies that will expedite the first-year experience without jeopardizing the quality of service
- Professional development opportunities and opportunities to collaborate with college staff, faculty and relevant college committees dedicated to improving student services
- Ongoing process for next 6 years

Progress Made on Outcome Assessment

Implementation of Degree Works for counseling staff to use with students to increase student success and completion of educational goals.

Type:

AUO

Semester Assessed:

Fall 2014

Target Missed/Gap Detected:

Actions necessary to fully implement Degree Works not completed. Templates for Degree Works mostly completed. Degree Works functional and ready to use. Currently planning to hold last counseling staff training in use of Degree Works. Will then initiate use with a small population of students in a COUN101 course. Will complete ability to use Degree Works with all students starting spring 2015 semester.

Analysis and Plan:

Pending Degree Works implementation by end of spring, 2015

Develop online SEP and Probation/Disqualification workshops, online V.A orientation. Develop FAQ page on website to facilitate directing students to workshops and expedite other counseling services.

Type:

AUO

Semester Assessed:

Fall 2014

Target Missed/Gap Detected:

Goal was: to provide quality services to more students, especially those services that provide new students with resources, understanding of college processes, and educational planning that will assist them in being more successful in their classes. Actions to be taken included research online platforms and programs that could be used to develop online workshops including VA orientation. Develop FAQ web page. Complete online delivery of SEP, Orientations, and Probation/Disqualification workshops.

Progress made to date: Online orientation fully implemented and process developed to indicate student completion of orientation into BANNER. VA orientation not yet developed. Online probation/disqualification workshop completed and also fully implemented so completion of workshop recorded in BANNER. FAQ's developed related to transfer information and posted on CC website under Transfer Center. Online SEP workshop in development.

New online approach to providing a comprehensive approach to moving students through the matriculation process is being

developed. Partnership with the Educational Advisory Board (EAB) in development of an online "onboarding process" for students has been purchased and through collaboration with EAB staff expect full implementation by fall 2015.

Analysis and Plan:

Current online workshops are providing equal access to completion of matriculation components for all students. Full implementation of all online workshops and the EAB project to be completed by beginning of fall 2015 semester. Will gather data of usage at that time for review.

Progress Made on Prior Year Initiatives

Complete implementation of Pilot program, Smarter Measures, assess data and report out.

Progress Made:

Prior year initiative: Complete implementation of pilot program called Smarter Measures. Project was based on instructional services request to develop a tool to determine student readiness to take online classes at Cerro Coso and provide feedback to students regarding skill recommendations to improve their success in online classes. 353 students took the Smarter Measure assessment from Oct 1, 2012 through Jan 25, 2013 (registration period for spring 2013). No apparent correlation between completing the assessment and retention or success in online courses was found. Data analysis was not comprehensive in determining definitive correlation. Data was insufficient to assess due to the varying factors of mixed course loads of on ground and online, and the inability to obtain qualitative data of course readiness. Overall, it was agreed upon that the assessment tool was staff intensive to successfully implement, and did not achieve the goal of preparing students for online classes. Recommendation to find other method to assure student is prepared to successfully navigate online course environment.

Complete CTE project of providing counseling support in determining and facilitating student completers in designated CTE programs.

Progress Made:

Prior year initiative: Search for completers in CTE programs to increase number of program completers. Search was done using capstone classes for CTE programs or identifying cohorts of students within the programs. Search by counseling staff for CTE certificate completers demonstrated that there were greater numbers of completers than the number of those students who elected to request an evaluation to complete their program. Counseling staff contacted those students not initiating the completion of program process to encourage and facilitate the awarding of a certificate or degree for those students. Counseling staff also contacted those students close to completing awards, certificates and degrees to go over the remaining courses they needed to complete their goal. Results were an increase of 55 CTE awards (36% increase) compared to previous year. This is the highest number of CTE awards in the past 10 years.

Fully implement all group workshops (Extended orientation, SEP, Probation/Disqualification, Athlete and Veteran). Increase overall participation by increasing incentives for students to participate in workshops.

Progress Made:

Prior year initiative: Fully implement all group workshops (Extended orientation, SEP, Probation/Disqualification, Athlete and Veteran). The goal of the workshops is to provide more students the same quality of information and service as individual appointments would while freeing up more counseling staff time to meet student need. Two new athlete orientations were offered in the fall and spring semesters and were well attended. One VA orientation was offered but only one student attended. Discussion is focused on an online orientation to best serve this population. Participation in group workshops has been increasing during the past three years. It is apparent that some students will need an online option in order to fully meet all matriculation components.

Counseling staff have determined that directing students to workshops is an effective way to increase student participation. Students will be scheduled for workshops after reception staff determine what matriculation components or probation issues students need to complete when they request counseling services. Counseling reception staff will also do individual outreach to students to remind them of completing matriculation steps in order to obtain priority registration. The counseling department will develop a culture of expectation that students will need to attend all matriculation workshops in order to obtain priority registration. Goal achieved in increasing the number of students served through workshops for the year. Data kept by counseling reception staff indicates the following: 2010-2011=172 students served, 2011-2012=211 students served, and 2012-2013=314 students served. Counseling department will continue to identify strategies that steer students to completion of all matriculation components.

Initiatives for Next Academic Year

Full implementation of Education Advisory Board initiative

Strategic Plan Goals Addressed:

1,2

Action Plan:

Develop online intake process with assistance of EAB staff. Implement online intake process starting fall 2015.

Measure of Success:

Compare number of students completing matriculation components in 2015-2016 with prior years.

Expected Completion:

Spring semester, 2016

Person Responsible:

Director, Student and Counseling Services

Designed:

It is designed to increase student success

Student Experience:

First Year, Intake

Change over to SARS alert to increase support for students at risk in class

Strategic Plan Goals Addressed:

1,2

Action Plan:

Complete development of SARS alert templates in fall 2014 semester. Implement SARS alert use of faculty starting spring 2015 semester.

Measure of Success:

Survey students to assess student follow up after receiving SARS alert. Assess student actions taken as a result of receiving SARS alert.

Expected Completion:

Fall semester, 2015

Person Responsible:

Director, Student and Counseling Services, counseling staff

Designed:

It is designed to increase student success

Student Experience:

2nd Year/Program Completion, First Year, Remediation

Engage faculty in campaign to increase student completion of all matriculation components

Strategic Plan Goals Addressed:

1,2

Action Plan:

Implement use of class interventions by counseling staff to increase student awareness of matriculation processes and solicit faculty support in student completion of matriculation components. Find additional ways for faculty to participate in core components of the matriculation process; example: faculty participation in on ground orientations.

Measure of Success:

Expected Completion:

Spring semester, 2016

Person Responsible:

Director, Student and Counseling Services

Designed:

It is designed to increase student success

Student Experience:

First Year, Intake

Administer Student Experience Survey to gather student input on intake process for new students

Strategic Plan Goals Addressed:

1,2

Action Plan:

Develop survey. Administer fall 2014 semester. Review survey data spring 2015 semester.

Measure of Success:

Expected Completion:

Spring, 2015 semester

Person Responsible:

V.P. of Student Services, Director, Student and Counseling Services

Designed:

It is designed to improve internal unit operations

Student Experience:

First Year, Intake

Resource Needs

Facilities

Increased funding and expectations of delivering the core components of matriculation to all students is providing the opportunity to hire more counseling staff. This will create the need for more office space which must take into consideration the student need for confidentiality. The remodel of the main building to create a One-Stop Shop for all Student Services offices is planned to be completed in 3 years. Counseling staff will be relocated within the next year to allow for the remodel. Consequently, the next couple of years will be difficult for counseling staff due to insufficient office space and the temporary relocation of staff. It is unknown at this point what facilities needs will be required outside of replacement of student counseling file cabinets and staff chairs.

Information Technology

Will need computer set up for proposed additions of staff of SSSP Program Director (IWV site), full time counselor (IWV site), and educational advisor (ESCC site).

Marketing

Will need to coordinate development and production of new informational/instructional materials related to scaling up completion of all components of the matriculation process. Coordination of campaign to inform students and community about intake process and resources. Continue to collaborate with public relations manager in promoting counseling events and outreach activities. Continue collaboration in use of Grad Guru to disseminate important dates and activities at Cerro Coso. Continue collaboration in development and design of web pages used to inform students and community about counseling services and activities.

Professional Development

Provide faculty training in the area of matriculation components and SARS alert process available at all sites.

Staffing

The Student Success Act created a new categorical funding source starting in fall, 2013. Student Success & Support Program (SSSP) funding is categorical funding so it comes with requirements and accountability. The funding is specific to providing matriculation services, counseling and advising services, and services to at risk students. The funding is significantly more than we have had for many years. But, there are requirements, regulations and mandated reporting and accounting that must be completed in order to receive the funding. These associated requirements have increased the work load substantially for the Counseling department. This past year we hired a second DAII to help with directing students to services and with the inputting of data required by the State. We have also added another adjunct counselor to the counseling staff at the IWV site. Additional staffing is necessary to fully implement all of the required components of the new legislation. So the following staffing requests are being made: • Hire a full time Program Director to coordinate SSSP services funded fully with SSSP funds • Hire a full time counselor located at the IWV site funded fully with SSSP funds • Hire educational advisor located at the ESCC site funded by multiple sources which could include SSSP funds • Add additional office support staff at KRV site to enter student data in BANNER and facilitate new student intake process

Resource Requests

1000 Category - Certificated Positions

Program Director

Location:

Ridgecrest/IWV

Priority:

High

Strategic Plan Goals Addressed:

1,2,3

Estimated Amount of Funding Requested:

\$96,922, Ongoing from Other.

Detailed Rationale:

The new SSSP categorical program has mandatory matriculation requirements that must be provided college wide, documented, and reported. This position would support appropriate oversight of counseling staff providing SSSP services and implementation of matriculation services at each site. Position would assist in timely completion of required reporting to the State Chancellor's Office and oversight of the SSSP budget. The Student Success Act requires community colleges provide all matriculation components to new and continuing students as well as support activities targeted for students at risk such as students on probation or disqualification. Currently, our rate of fully matriculated new students is at 21%. To substantially increase this rate of completion will require coordination of efforts of all matriculation processes and staff.

Full time Counselor

Location:

Ridgecrest/IWV

Priority:

High

Strategic Plan Goals Addressed:

1,2

Estimated Amount of Funding Requested:

\$76,450, Ongoing from Other.

Detailed Rationale:

The Student Success Act mandates completion of all matriculation components by new students as well as educational planning for all students. Counseling staff are the principal providers of matriculation processes. Educational planning is one of the components that requires one on one meetings with students in order to complete the process. The current level of staffing is not sufficient to provide services at all sites. An additional full time counselor located at the IWV site will provide support for students attending our IWV campus and our online students. Counseling currently employs three adjunct counselors for a total of 55 counseling hours per week. The hiring of a full time counselor allows greater continuity of services to students and institutional participation in shared governance.

Location:

Priority:

Strategic Plan Goals Addressed:

Estimated Amount of Funding Requested:

, from .

Detailed Rationale:

2000 Category - Classified Staff

Educational Advisor

Location:

ESCC Bishop, ESCC Mammoth Lakes

Priority:

High

Strategic Plan Goals Addressed:

1,2

Salary Grade:

46.5

Number of Months:

11 months

Number of Hours per Week:

40

Salary Amount:

\$74,000, Ongoing from Other.

Detailed Rationale:

The ESCC site currently has one full time counselor to serve both sites. New requirements to provide full matriculation services to all students attending the ESCC sites increases the workload of the current position. 31% of new students attending ESCC were fully matriculated during the 2013-2014 year. Additionally, an educational advisor could provide assessment services and financial aid assistance to students. Currently, there is no dedicated position at the site to deliver these services. A full time staff member appropriately trained in providing student support services provides students the opportunity to complete registration processes, matriculation components, and filing for financial aid support.

4000 Category - Supplies and Equipment

File cabinets for storing student files (6 to 8 cabinets)

Location:

Ridgecrest/IWV

Priority:

High

Strategic Plan Goals Addressed:

1,2

Estimated Amount of Funding Requested:

\$700.00, One-time from General Fund.

Detailed Rationale:

Over the past years and several relocations of file cabinets, many of the cabinets have been damaged and broken and have become unsafe and impractical for use. The Counseling department located in Ridgecrest has not had new files in at least 8 years. For safety reasons new cabinets are necessary to meet the needs of maintaining student files.

5000 Category - Service, Utilities, and Operating Expenses

6000 Category - Capital Outlay